

CORRESPONDENCE

Introduction

This section of the document will show how an authorized user can view a correspondence sent from DUA to the employer account on the QUEST system. It will also show how to set up your preference for correspondence method. There are two methods of correspondence available: email and U.S. mail. You will be able to search and view correspondence sent to your account in QUEST, irrespective of your chosen correspondence preference method. If your preference is Email, you will receive a notification to your email address that a correspondence is available for your review. You must login to the QUEST system to view the correspondence.

NOTE: You must have Adobe Reader software installed to view the correspondence. This software can be downloaded for free at www.adobe.com

Step-by-Step Instructions:

1. Navigate to the employer home page. The home page will appear as shown below. Click on the link 'Correspondence'.

Change Password Logoff	
Employer Home	Employer Information
FAQ/Contact Us	Employer Account Number: 965* Employer Name: INC
Workflow - My Inbox	Employer Home
Account Maintenance	Employer Home
Benefit Charge Activities	Employer Home
Correspondence	
Employment and Wage Detail Reporting	
Payment Information	
User Maintenance	
	<div> FAQ/Contact Us Review frequently asked questions (FAQ's) for the UI program or UI system. Submit inquiries if the FAQ does not answer your question. </div> <div> Workflow - My Inbox View any action items requiring your attention. </div> <div> Account Maintenance Maintain account information including changing legal name, mailing address, owners/officers, reporting units, or reporting status. View the most recent Tax Rate Notice, authorize TPAs or provide information regarding the purchase or sale of a business. </div> <div> Benefit Charge Activities View Benefit Charges by calendar year and quarterly summaries; claimant detail summaries; and individual claimant transaction details. Additional information includes fiscal year summaries with tax rate buydown and/or merger-acquisition details related to benefit charges. </div> <div> Correspondence Search for Correspondence </div> <div> Employment and Wage Detail Reporting Submit Employment and Wage Detail Reports for this Agency and the Department of Revenue. View historical Employment and Wage Reporting information. </div> <div> Payment Information Make payments; view account summary, pending payments, processed or cancelled payments, taxable wages, and FUTA credit information. </div> <div> User Maintenance Assign or Update user access to Employer account information. </div>

2. The correspondence home page will appear. Click on 'Search'
3. The correspondence search page will appear as shown below. Enter the date range for which you wish to search correspondence for. Click on 'Search'.

QUEST - Employer User Guide

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[Workflow - My Inbox](#)
[Account Maintenance](#)
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[Correspondence](#)
[Search](#)
[Employment and Wage Detail Reporting](#)

Employer Information

Employer Account Number: **965**
Employer Name: **INC**

Correspondence Search

Date Range From: To:

[Search](#) [Reset](#)

- The search results will appear as shown below. Click on the correspondence number to view a correspondence.

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Employer Information

Employer Account Number: **965**
Employer Name: **INC**

Correspondence Search

Date Range From: To:

[Search](#) [Reset](#)

Details

Correspondence Number	Transaction Date	Form ID	Description
3018757	11/27/2009		Third Party Administrator Role Assignment Notification - Employer

- The selected correspondence will appear in a new window in pdf format.

SET UP CORRESPONDENCE PREFERENCE:

- Navigate to the account maintenance home page. If required please refer to the section, 'Navigating to Account Maintenance'.
- Click on the link 'Address Information'.
- The address information page will appear as shown below. Click on the link 'Correspondence Preferences'

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[Workflow - My Inbox](#)
[Account Maintenance](#)
[Address Information](#)
[Employer Appeals](#)
[Maintain Employer Name](#)
[Maintain Owners/Officers](#)
[Maintain Employer Reporting Units](#)
[Request Worker Status Determination](#)
[Suspend Employer Account](#)
[Voluntary Contribution](#)
[Third Party Administrator \(TPA\) Authorization](#)
[Benefit Charge Activities](#)
[Correspondence](#)

Employer Information

Employer Account Number: **965**
Employer Name: **INC**

Address Information

Select the Address Types that you would like to update. If you need to add or update an address for a reporting unit, select the Maintain Reporting Units link for the left hand navigation.

Address Type	Address	City	State	Zip Code	Employer/TPA
Legal	1161	ANN ARBOR	MI	.	INC
Physical Location					
Mailing	1161	ANN ARBOR	MI	.	INC
Business Records Location	1161	ANN ARBOR	MI	.	INC
Benefits Charge					
Wage and Separation					

[View Employer Address History](#)
[Correspondence Preferences](#)

Click on the link 'Correspondence Preferences'

- The following page will appear. On this page, choose your communication method as US Mail or Email. If email is your communication method, enter the email address you wish to receive your correspondence notifications.

Change Password Logoff	
Employer Home	Employer Information
FAQ/Contact Us	Employer Account Number: 965 Employer Name: I INC
Workflow - My Inbox	
Account Maintenance	Communication Method
Address Information	If you wish to change your correspondence delivery method, you may select from the options below.
Employer Appeals	Communication Method: <input type="text" value="US Mail"/>
Maintain Employer Name	Communication Email: <input type="text"/>
Maintain Owners/Officers	
Maintain Employer Reporting Units	
Request Worker Status Determination	<input type="button" value="Cancel"/> <input type="button" value="Submit"/>

- Click 'Submit' to complete the process.